GOVERNMENT OF INDIA
COMMUNICATIONS
LOK SABHA

STARRED QUESTION NO:356
ANSWERED ON:10.08.2016
Violation of TRAI Norms
Gaikwad Prof. Ravindra Vishwanath;Patil Shri Bheemrao Baswanthrao

Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether the telecom service providers are violating the norms and regulations laid down by Telecom Regulatory Authority of India (TRAI);

(b) if so, the details thereof along with the number of instances reported/noticed during the last three years and the current year, operator-wise;

(c) whether some telecom companies have been found to be violating the Mobile Number Portability (MNP) norms and arbitrarily porting the number of the customers without their consent;

(d) if so, the details thereof and the cases reported so far, operator-wise along with the action taken by the Government for such violations by operators; and

(e) whether the mobile numbers of foreign customers are also reported to be operating illegally in the country and if so, the details thereof and the action taken by the Government in this regard?

Answer

THE MINISTER OF STATE (IC) OF THE MINISTRY OF COMMUNICATIONS &
MINISTER OF STATE IN THE MINISTRY OF RAILWAYS
(SHRI MANOJ SINHA)

(a) to (e) A Statement is laid on the Table of the House.

STATEMENT TO BE LAID ON THE TABLE OF THE LOK SABHA IN RESPECT OF PARTS (a) TO (e) OF LOK SABHA STARRED QUESTION NO. 356 FOR 10TH AUGUST, 2016 REGARDING "VIOLATION OF TRAI NORMS".

(a) & (b) Operator-wise details of non-compliance with respect to different norms and regulations laid down by Telecom Regulatory Authority of India observed during the last three years and current year are as below:-

(i) Details of non-compliance with respect to the Quality of Service benchmarks laid down by TRAI for Basic (Wire-line)/ 2G/ 3G/ Broadband Services, through Quality of Service Regulations, are enclosed as Annexure-I.
(ii) Details of non-compliance with respect to the Mobile Number Portability Regulations, 2009 are enclosed as Annexure-II.
(iii) Details of violations with respect to the Reporting System on Accounting Separation Regulations, 2012 and Telecommunication Tariff Orders are enclosed as Annexure-III.

(c) & (d) TRAI received complaints regarding disputes of ownership of the mobile numbers, consequent to porting from one service provider to another service provider. In order to strengthen the process of verification of the ownership of the mobile number under porting, after due consultation with stake holders, TRAI had issued a direction dated 16.04.2015 to Cellular Mobile Telephone Service Licenses, Unified Access Service License, Unified Licenses (Access Service) and Unified Licenses to incorporate in their porting request form an undertaking, to be obtained from the subscriber seeking porting of his mobile number declaring that "he is the owner of the said mobile number and in case the undertaking is found to be false, the said mobile number shall be disconnected". All Telecom Service Providers have submitted their compliance to the above said TRAI direction. Further, it has been incorporated in their Customer Acquisition Forms.

(e) No such case has come into notice or reported so far.

Annexure-I

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Details of Instances of Non-compliance to QoS Regulations
S. No. Name of Telecom Service Providers 2013 2014 2015 2016(Upto March)
1 Aircel 161 320 281 65
2 Alliance Broadband 0 1 0 0
3 Asianet Satellite Communicatins Ltd. 0 3 0 0
4 Atria Convergence Tech. 13 14 15 4
5 Bharti Airtel Ltd. 32 36 137 41
6 BSNL 535 353 224 26
7 Beam Telecom Pvt. Ltd. 4 8 0 0
8 Broadband Pacenet India Pvt. Ltd. 1 3 0 0
9 Citycom Networks Pvt. Ltd. 1 0 1 0
10 DEN Networks 0 2 2 0
11 D-Vois Broadband 3 0 0 0
12 Five Network Solution (India) Ltd. 4 1 0 0
13 Gutarat Telelink Pvt. Ltd. 2 0 0 0
14 Hathway Cable & Datacom Ltd. 6 17 7 1
15 Home Systems Pvt. Ltd. 1 3 0 0
16 Honesty Net Solutions (I) Pvt. Ltd 1 4 3 0
17 Idea 41 31 38 9
18 Induslnd Media & Communications Ltd. 4 1 0 0
19 Loop 0 1 0 0
20 MTNL 69 61 28 6
21 Meghbela Cable & Broadband 1 2 0
22 MTS 5 4 3 0
23 Nextra Teleservices Pvt. Ltd. 0 2 1 0
24 Noida Software 1 0 0 0
25 Ortel Communications 0 2 0 0
26 Pioneer Elabs Ltd. 0 0 1 0
27 Quadrant Televentures Ltd. 12 0 1 0
28 Reliance Communication Ltd. 88 83 115 17
29 Reliance Telecom Ltd. 20 20 36 4
30 Rajesh Multichannel Pvt. Ltd. 2 5 0 0
31 Sify 7 0 0 0
32 Siti Cable Network Ltd 1 0 0 0
33 Smartlink Broadband Services Pvt. Ltd. 0 3 2 0
34 Southern Online Bio Technologies Ltd. 1 0 0 0
35 Syscon Infoway Pvt. Ltd. 3 2 0 0
36 Tata Communications Ltd 48 243 224 53
37 Tata Teleservices (Maharashtra) Ltd 0 4 7 0
38 Tata Teleservices Ltd 0 4 6 2
39 Telenor 10 15 15 10
40 Tikona Digital Networks 3 0 0 0
41 Vasai Cable Pvt. Ltd. 0 1 0 0
42 Videocon 0 0 1 0
43 Vodafone 54 44 115 29
44 Wish Net Pvt. Ltd. 0 1 0 0
45 You Broadband & Cable India Ltd. 70 5 4 2
Total 1204 1299 1267 269

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Annexure-II
Details of non-compliance with respect to the Mobile Number Portability Regulations, 2009
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Name of TSP 2013-2014 2014-2015 2015-2016 Total
Aircel 29967 178 4 30149
Bharti Airtel 93550 2 0 93552
BSNL 21970 0 0 21970
Idea 10437 13 0 10450
MTNL 8 3 0 11
Quadrant 50 0 0 50
Reliance Telecom Limited 86 1 0 87
Reliance Communication Limited 17 0 5 22
Sistema Shyam TeleServices Ltd 1018 0 0 1018
Loop 117 27 0 144
Videocon 0 1 0 1
Vodafone 20733 398 0 21131
Tata 3867 100 0 3967

Telenor 17 1 0 18
Total 181837 724 9 182570

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2016-17: No case of non-compliance observed so far.

Annexure-lll
Details of violations of norms and regulations noted by F&EA Division
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Year Name of Telecom Service Provider Regulation Nature of Violation
2013
1. MTNL The Reporting System on Accounting Separation Regulations, 2012 (ASR)
Delay in submission of reports for 2011-12
2. Tikona Digital
3. BSNL
4. BSNL Delay in submission of reports for 2012-13
5. Sify Technologies
6. Tikona Digital Network Pvt Ltd.

Telecommunication Tariff Orders Delay in filing of Tariff report (one instance)
7. Bharti Airtel Delay in filing of Tariff report & excess charges(three instance)
8. MTNL Delay in filing of Tariff report (one instance)
9. Vodafone Delay in filing of Tariff report (twelve instances)
10 Loop Mobile Delay in filing of Tariff report (one instance)
11. Aircel Delay in filing of Tariff report (one instance)
2014
1. Tulip Telecom The Reporting System on Accounting Separation Regulations, 2012 (ASR)
Delay in submission of reports for 2011-12
2. Tulip Telecom Delay in submission of reports for 2012-13
3. Beam Telecom
4. BSNL Telecommunication Tariff Orders Delay in filing of Tariff report (three instances)
5. Vodafone Delay in filing of Tariff report (twenty four instances)
6. Bharti Airtel Delay in filing of Tariff report (one instance)
7. Reliance Communications Telecommunication Tariff Orders Delay in filing of Tariff report (one instance)
8. Reliance Telecom Delay in filing of Tariff report (one instance)
9. Aircel Delay in filing of Tariff report (two instances)
10. D-Vios Broadband Pvt. Ltd. Delay in filing of Tariff report (one instance)
2015
1. Loop Mobile(India) Ltd. The Reporting System on Accounting Separation Regulations, 2012 (ASR)
Delay in submission of reports for 2012-13
2. Reliance Communications Ltd. Delay in submission of reports for 2014-15

3. Reliance Telecom Ltd.
4. BT Global Communications India Pvt. Ltd.
5. Atria Convergence Technologies Pvt Ltd.
6. Vodafone

Telecommunication Tariff Orders Delay in filing of Tariff report (three instances)

7. Bharti Airtel Delay in filing of Tariff report (three instances)
8. BSNL Delay in filing of Tariff report (one instance)
9. Idea Delay in filing of Tariff report & excess charges (two instances)

2016

1. You Broadband India Pvt. Ltd The Reporting System on Accounting Separation Regulations, 2012 (ASR) Delay in submission of reports for 2014-15
2. Dishnet Wireless Ltd. Telecommunication Tariff Orders Delay in filing of Tariff report (one instance)
3. Aircel Excess charged to subscribers than prescribed (one instance)
4. Tata Teleservices Telecommunication Tariff Orders Delay in filing of Tariff report (one instance)
5. Vodafone Delay in filing of Tariff report (two instances)
6. Reliance Communications Delay in filing of Tariff report (one instance)
7. BSNL Delay in filing of Tariff report (two instances)
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